

CLAIMS

What is claimed is:

1. In a computer system of networked computer(s) and printer(s), a help apparatus for printers, the help apparatus comprising:
 - a) a printer; and
 - b) a supplemental audio/video control device conformed to display audio/visual information concerning the functioning of said printer connected to said printer at said printer.
2. The apparatus of claim 1 wherein element b) is conformed to display prerecorded videos.
3. The apparatus of claim 1 wherein element b) is conformed to receive dynamic content for display.
4. The apparatus of claim 1 wherein element b) is conformed to conduct video conferences.
5. The apparatus of claim 1 wherein element b) is conformed to display prerecorded videos, to receive dynamic content for display and to conduct video conferences.
6. The apparatus of claim 1 further comprising at least one computer connected to said printer by a network.
7. The apparatus of claim 6 wherein said network comprises the Internet network.
8. The apparatus of claim 6 wherein said network comprises an intranet network.

1 9. The apparatus of claim 1 wherein element a) comprises more than one
2 printer.

1 10. In a computer system of a plurality of networked computers and at least
2 one distributed printer, a supplemental help apparatus for assisting in the
3 operation of said at least one printer, the apparatus comprising:

- 4 a) a plurality of computers;
- 5 b) a network connected to said computers;
- 6 c) at least one distributed printer connected to said network; and
- 7 d) a supplemental audio/visual control means for displaying
8 audio/visual information concerning the functioning of said at least
9 one distributed printer connected to said at least one distributed
10 printer at said at least one distributed printer.

1 11. The apparatus of claim 10 wherein element b) comprises the Internet
2 network.

1 12. The apparatus of claim 10 wherein element c) comprises more than one
2 printer.

1 13. The apparatus of claim 10 wherein element d) is conformed to play
2 prerecorded videos, to receive dynamic content for display, and to conduct
3 video conferences.

1 14. In a computer system of networked computers and at least one distributed
2 printer, a method of controlling the functioning of the at least one
3 distributed printer, the method comprising the steps of:

- 4 a) providing at least one distributed printer;
- 5 b) connecting a supplemental audio/visual control means for displaying
6 audio/visual information concerning the functioning of said at least
7 one distributed printer to said at least one distributed printer at said
8 at least one distributed printer;

- 9 c) receiving functioning information by said supplemental audio/visual
10 control means from said at least one distributed printer concerning
11 the functioning of said at least one distributed printer; and
12 d) providing a user of said at least one distributed printer, by said
13 supplemental audio/visual control means, with a selection of
14 audio/visual information from which to choose in responding to said
15 functioning information.

1 15. The method of claim 14 further comprising the step of connecting said
2 distributed printer to a network.

1 16. The method of claim 15 wherein the step of connecting to a network
2 comprises the step of connecting to the Internet network.

1 17. The method of claim 14 wherein step a) comprises the step of connecting
2 more than one distributed printer to the network.

1 18. The method of claim 14 wherein step b) further comprises the step of
2 conforming said supplemental audio/ visual control means to display
3 prerecorded videos, to receive dynamic content for display and to conduct
4 video conferences.

1 19. In a system of at least one distributed printer, a computer program product
2 for providing user help in the functioning of said at least one distributed
3 printer, the computer program product comprising:

- 4 a) instructions for a supplemental audio/visual control, connected to
5 said at least one distributed printer at said at least one distributed
6 printer, such that said supplemental audio/visual control is
7 conformed to display audio/visual information concerning the
8 functioning of said at least one distributed printer.

10010462-110801

- 1 20. The computer program product of claim 19 further comprising instructions
- 2 for said supplemental audio/visual control such that said supplemental
- 3 audio/visual control is conformed to display prerecorded videos, to receive
- 4 dynamic content for display and to conduct video conferences.